

# CITY OF DUVALL UTILITY BILLING DEPARTMENT

## LEAK ADJUSTMENT POLICY

The City of Duvall provides this service as a courtesy. The City does not adjust bills for leaks inside a water customer's building or for abnormally high water usage due to negligence. We do not reimburse for any parts that may have needed to be purchased or any plumbing/repair bills you may have accrued. The leak must be repaired before this request will be considered.

The City must charge the customer for all the water that went through the meter. If a customer qualifies, the City of Duvall adjusts the difference between the wholesale cost the Seattle Water Department charges the City for water, and the current rates the City charges the customer.

A one-time (per building) leak adjustment will be granted when the following conditions prevail:

1. The customer requests an adjustment in writing and indicates the leak has been repaired.
2. No more than 1 month has lapsed since the customer received the bill indicating higher than average use.

When those conditions are met, the adjustment will be made in the following manner:

1. Average three billing periods, historic if available, otherwise where there is no question of a leak.
2. Determine the difference between the average use and the leakage use.
3. Multiply the difference by present wholesale (whsle) cost plus 10%. Add this to the average bill. See example:

Leak Bill	6000 cf	
Adjusted Bill	2500 cf	x current rate
Difference	<b>3500 cf</b>	x \$1.95/ccf (winter whsle) Sept. 16 – May 15 x \$2.50/ccf (summer whsle) May 16 – Sept.15 (+ 10%)

CITY OF DUVALL  
UTILITY BILLING DEPARTMENT

Billing Adjustment Request Form

**Today's Date:** \_\_\_\_\_

**Account Number:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

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**Approximate date leak appeared:** \_\_\_\_\_

**Date of complete repair:** \_\_\_\_\_

**Verification of Repair:** \_\_\_\_\_  
(Invoice or receipt for parts; Must accompany form or no adjustment will be made.)

**Where was your leak located? (Please circle)**

Under my building

Between my building and my meter

**Please provide a short statement stating type of leak:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_